

Light reading



Seattle City Light ranked best midsize utility by its business customers according to the 2013 J.D. Power Customer Satisfaction Survey results.



Seattle City Light: The first carbon-neutral utility in the nation.

March/April 2013



Conservation news

A history of stewardship

Seattle City Light customers enjoy some of the cleanest, most affordable electricity in the urban United States. More than 90 percent of our electricity is generated from renewable resources — mostly from the clean energy of water, hydropower. In addition, City Light has been greenhouse-gas neutral since 2005, the first electric utility in the nation to achieve that distinction. This success is built on a proud history.

More than 35 years ago, City Light launched its pioneering program to help customers save energy and money through conservation. It's worked out well. Since 1977, customers have saved more than \$800 million on their electricity bills. In total, the energy saved by City Light customers is enough to power the homes of five cities the size of Seattle for an entire year.

We were able to do this, in part, because our customers switched to energy-efficient light bulbs, upgraded to energy-saving appliances, turned down the heat, and turned off the lights.

We continue to offer customers money-saving rebates and incentives that save electricity, because conserving energy just makes sense. It's the most cost-effective way to meet increasing demands for electricity, while remaining good stewards of our resources. Learn more at www.seattle.gov/light/conserve.

Monitor in-home energy use

Measure the electricity usage of your home's electronics and appliances. Check out a "Kill-a-Watt" plug-load monitor from the Seattle Public Library. Visit www.spl.org and search for kill-a-watt.

Energy Advisor tip

You probably know that CFLs contain a small amount of mercury and can't go in the trash. But did you know that you can recycle them for free? Details at www.seattle.gov/twistandsave.



To increase renewable energy generation from geothermal, small hydro, dairy biogas and wind, join City Light's Green Up program by adding \$3, \$6 or \$12 per month to your monthly bill. Sign-up at www.seattle.gov/green or call **206.684.3000**.

Your Seattle City Light From the superintendent

In 1970, the first Earth Day was celebrated on the spring solstice. It was an era of environmental awakening, and City Light was on the leading edge of the movement, creating energy policies that emphasized conservation.

In this issue of Light Reading, we take a moment to reflect on our legacy that, early on and ahead of its time, understood the importance of conservation. We continue that tradition today.

It's our good fortune that most of City Light's power comes from hydroelectric dams: Boundary in northeast Washington, and our three low-impact dams on the Skagit River in the North Cascades. Clean, green energy is something you can be proud of, and as a part-owner of this public utility, you should consider visiting our nearby Skagit operations. Check out page three in this expanded edition of Light Reading to find out more about exciting Skagit Tour opportunities.

On page four, you can learn more about two of our popular conserva-



tion programs — recycling energy-eating refrigerators, and the latest news on energy-saving LEDs.

Superintendent Jorge Carrasco

Have a question about energy conservation or our renewable power programs?

Go to seattle.gov/light/conserve or contact an Energy Advisor at **206.684.3800** or email SCLEnergyAdvisor@seattle.gov



Our report card

City Light's 2012 performance information reports on how we did reaching our goals. For more information, call Customer Care at **206.684.3111** or email **Kelly.Enright@seattle.gov**.

Key Measurement	Benchmark	2012 Performance	Achieved	Steps Being Taken to Improve Performance
Achieve #1 J.D. Power ranking for customer service.	#1 ranking among utilities	#2 ranking among western midsize utilities #12 ranking overall in nation		Continued improvements in rankings (moved from #5 in 2011 to #2 in 2012 among western midsize utilities; from #25 to #12 in 2012 overall).
Percent of calls answered live within 60 seconds by the utility's call center.	80%	76%		Continue improvements with new Outage Management System and interactive voice response system.
Frequency of unplanned outages (caused by trees in lines, equipment failure, etc.) per year, per customer.	One outage or less	1	✓	Trim trees from powerlines on a four-year cycle. Complete inventory of physical assets to move to a regular maintenance/replacement cycle.
Length of unplanned power outages per customer, per year.	65.1 minutes or less	68.5 minutes		Maintain, upgrade distribution system on a regular schedule. Inventory condition of all assets, schedule maintenance work.
Number of complaints per 1,000 customers.	4	0.9	✓	Continually monitor, solicit customer feedback.
Percent of bill errors (e.g., estimated meter reads, incorrect rates) among all customers.	2%	1.20%	✓	Monitor, validate methods for estimating meter reads. Process-improvement project underway for Customer Services.
Time needed to perform residential/small commercial electrical connections requiring field services.	40 days	33 days	✓	Continue process improvements whenever possible.
Customer conservation savings (for all customer groups).	14 average megawatts	13 average megawatts saved (enough to power 12,739 average households for a year)		Increase opportunities for residential/commercial customers to conserve energy. Encourage recommendations from customers on ways to cut energy use.
Streetlight repair.	90% complete within 10 working days on simple repair	89.67%		Continue to improve business processes related to scheduling repairs.
Capital improvement projects completed.	90% accomplished annually	96%	✓	Continue infrastructure investments for reliability.
	90% on time/on budget	100%	✓	
Reduce/offset greenhouse-gas emissions to avoid climate change.	100% carbon emissions offset	All carbon emissions offset for the 8th year in a row	✓	Continue to seek ways for utility to avoid carbon emissions related to operations.
Tree trimming near powerlines to improve reliability.	600 line-miles trimmed	692 line-miles trimmed	✓	Improve system reliability through scheduled trimming practices.



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www.seattle.gov/light
www.twitter.com/SeaCityLight

City Light offers some of the lowest rates in the nation and the Northwest.

Questions, comments or suggestions? Call **206.684.3000** or contact *Tell Seattle City Light* online at www.seattle.gov/light. Newsletter available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean online or call **206.684.3000**. Editor: Connie McDougall connie.mcdougall@seattle.gov



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Experience the North Cascades



Skagit Tours 2013

Experience the beauty, adventure,
learning and fun in the North Cascades.

- Experience nature's beauty on a scenic boat tour of Diablo Lake
- Explore the North Cascades with a guided shuttle tour & powerhouse visit
- Learn from the experts with the popular powerhouse tours
- Take a free walking tour of historic Newhalem

SAVE \$2 Per ticket, up to
four family members
Skagit Tours

Learn more about what awaits you in the magical North Cascades,
visit www.skagittours.com.

To redeem this coupon, please call 360.854.2589 to register and provide the
promotion code "ST13." Seattle City Light customers only.

Promotion ends June 15, 2013. Photo credits: Rick Allen, David Astudillo, John Harter, Elizabeth Penhollow & NEllen Regier

 **Your Seattle City Light**



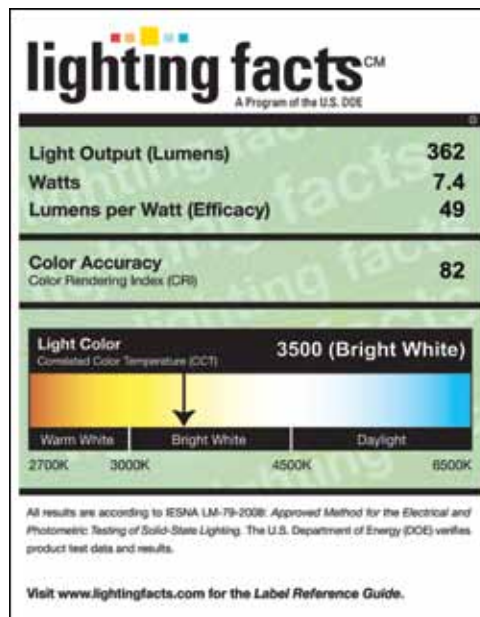
twist & save



Choosing the right LED bulb

LEDs can be used most anywhere you would put incandescent and CFL bulbs, but it's important to match the right bulb to the right socket. Here are some tips:

- If you're replacing standard incandescent bulbs with an LED, make sure that the LED is "omni-directional." This means that light is dispersed in every direction rather than like a spotlight. Omni-directional LEDs are well-suited for fixtures where the bulb points upward, such as in table or floor lamps, and wall sconces.
- Bulbs labeled directional such as Reflector and PAR bulbs are best used in fixtures where the bulb points downward, such as in ceiling fixtures and bathroom vanities.
- Only use compatible dimmers for LEDs. It may be necessary to replace existing dimmers with those that are labeled on the packaging as "compatible with LEDs."
- LED bulbs can be used with control fixtures that have sensors, which automatically turn lights on and off; their life is not affected by how many on/off cycles, as is a CFL.
- To learn more, visit www.seattle.gov/twistandsave or call **206.684.3800**.



\$10 instant discount on select ENERGY STAR LED bulbs and fixtures

LED (light-emitting diode) bulbs are the most efficient lights that you can buy, using 75 percent less electricity than an incandescent bulb while producing the same light brightness. ENERGY STAR® LEDs have a life span between 25,000 to 40,000 hours, compared to incandescent bulbs that only last up to 1,000 hours.

Seattle City Light now offers an instant discount up to \$10 on select ENERGY STAR® - qualified LED bulbs and select LED fixtures.

Look for the LED discount price designated by the Twist and Save logo at participating retailers.

For more information about Seattle City Light's discount and a list of retailers, visit www.seattle.gov/twistandsave.



Check the lighting facts label

Look at the lighting facts label on the bulb package for brightness, color-light appearance, wattage, and yearly operating costs.



\$30 Recycle Rebate FREE PICKUP

Let us recycle your old, secondary refrigerator/freezer and get big rewards. We'll haul it away for **FREE** from your garage or basement and give you a **\$30 rebate**. Visit seattle.gov/refrigerator or call **206.233.COLD (2653)**.

 **Your Seattle City Light**